

JOB OPPORTUNITY

Nov. 15 – Nov. 29, 2004
Posting Date

MASSACHUSETTS TRIAL COURT

Job Description and Qualifications
for
User Support Analyst – Information Technology Department

All Applications must be received by: November 29, 2004

POSITION SUMMARY:

As a staff member of the Information Technology Department of the Administrative Office of the Trial Court, the User Support Analyst has the responsibility for supporting judges, court staff, and others in their use of information technology. The User Support Analyst assists in the development of new information systems and services, and the maintenance and expansion of existing systems and services.

MAJOR DUTIES:

Provides direct support to judges, court staff, and others who use information technology and systems. The support provided may be delivered by telephone, by electronic mail or other electronic means, or in person.

Serves as key contact to assess the nature and severity of problems or questions related to information technology.

Resolves problems or answers questions immediately when possible.

Tracks activities leading to resolution of problems, particularly when that resolution requires referral to or assistance from others.

May direct others in resolving problems.

Maintains appropriate records regarding problem situations and their resolutions.

Analyzes records to identify patterns and trends in calls for assistance and recommends appropriate actions to address these patterns.

May analyze judges' and court staff's operational needs and assist in implementing changes to meet these needs.

Observes and enforces departmental policies and practices.

Performs related duties as required.

SUPERVISION RECEIVED:

Reports to the Director of the Information Technology Department or that person's designee and receives general direction in performing duties in accordance with established guidelines.

SUPERVISION EXERCISED:

May supervise other user support or customer services staff and/or contracted service providers.

POSITION REQUIREMENTS:

Excellent customer service skills including one or more years experience, or equivalent training and experience, supporting people at various levels within an organization in the use of information technology.

General knowledge of desktop computers, Microsoft Windows, Corel WordPerfect for Windows or similar word processing software, and other typical desktop computer applications highly desirable.

General knowledge of current applications utilized by the Trial Court, e.g., the Warrant Management System, high desirable.

General knowledge of LAN and WAN based services like electronic mail, access to and use of the Internet, and Netscape Communicator highly desirable.

Knowledge of and familiarity with the operational policies and procedures of the Trial Court's departments and divisions highly desirable.

Good problem solving skills and evidence of the ability to apply these skills to speedy resolution of Information Technology related problems.

Experience informal training, individually or in small groups, people who use Information Technology.

Experience training, in a classroom like setting, people who use Information Technology desirable.

Experience developing at least informal documentation for people who use Information

Technology desirable.

Ability to complete tasks as directed by management even when given only general guidelines.

Ability to take initiative to solve problems, suggest improvements, and assist judges, court staff, and others in accomplishing their assignments.

Ability to work effectively alone and as a member of a team.

Ability to travel to locations throughout the Commonwealth.

SALARY RANGE: \$43,028.81 - \$54,763.94

Level 16

Send completed Trial Court Application for Employment to:

Director, Information Technology Department
Administrative Office of the Trial Court
2 Center Plaza, 9th floor
Boston, MA 02108
Attn: User Support Analyst Position

Applications for Employment are available at all court locations and at the Administrative Office.

AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER